

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S80	2	("20020049749"   "6424979").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 10:56
S79	46	S78 and (action or resolution or plan)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 10:52
S78	70	(automate or automated or automation) with ((customer or patient or consumer or patron) near (satisfaction or complaint or issue))	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 10:52
S77	8	("20020002475"   "20020002488"   "20020019754"   "20020120642"   "5680305"   "6029144"   "6067549"   "6163732").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 10:50
S76	0	("6912502").URPN.	USPAT	OR	OFF	2006/04/07 10:44
S75	18	(action near plan) with (customer or patient or consumer or patron)	USPAT	OR	ON	2006/04/07 10:42
S74	75	(customer near satisfaction) and (account near information) and ((action near plan) or plan)	USPAT	OR	ON	2006/04/07 10:42
S73	155	(customer near satisfaction) and (account near information)	USPAT	OR	OFF	2006/04/07 09:53
S72	1796	customer near satisfaction	USPAT	OR	OFF	2006/04/07 09:53

*Handwritten:* 4-7-06